Goal

Create Diversity and Inclusion team by:

1. Enhance my understanding of diversity and inclusion issues.

2. Participate in professional activities that would increase my experience in interacting with people from cultural backgrounds other than my own.

1. Attend trainings, open discussions, and professional trainings to improve my understanding and knowledge of different cultures
2. As a woman from a different culture, I brought to the team a unique understanding and perception that we included in our team and development creating a more inclusive team and applications.

Goal

Enable the team to gather requirements, design and implement new automation services.

As measured by:

* Coding the React/CSS front end for Mutual Knowledge.
* Create the Upgraded PTO Bid Tool

Description

* Worked with Enterprise Knowledge Management to identify changes on the replatform of Mutual Knowledge
* Worked with Mutual Knowledge Authoring Team to identify changes on the replatform of Mutual Knowledge
* Worked with Luna Experts to identify changes on the replatform of Mutual Knowledge
* Worked with Global Search team to identify changes on the replatform of Mutual Knowledge search engine.
* Learned NM standards for Dev. Ops. Development
* Lead the development team to code and implement the replatform of Mutual Knowledge.
* Worked with development team to identify the improvements needed for existing tool and restructured the code base, refactored the codes and enhanced the PTO Bid Tool application.

Goal

Enable the TechBlazer team for success by:

* Creating an environment of constant development opportunity.
* Clearing engineering obstacles.

Description

* Increases the teams non-Functional work to 30%, by enhancing existing manual or old development to new automated and supported infrastructure. Supporting and replat forming the new Mutual Knowledge and upgrading the PTO Bid tool.
* Adopting the new development strategies for Agile/Scrum process.

Goal

Improve the Home Office and Field knowledge experience by

* Increasing the accuracy of search results and improve the interface experience. '
* Automate content approval process.

Description

* Stand up the new Optimizely instance for Mutual Knowledge and populate it with existing data.
* Create a new automated content approval process for 2 previous labor-intensive process around Law Reviews and Annual Content review.
* Create a new interface experience that aligns with the companies’ best practices.
* Partnered with Global Search team to enhance the front end of Mutual Knowledge, to provide search feedback, quicker search results and more accurate content finding in search results.
* Create a new Windows services to automate the User enable or disable in PTO Bid Tool process

Goal

Improve the Workforce Engagement process by:

* Accelerate our business by creating operational improvements and WFO efficiencies
* Increase our IT support efficiencies and reduce infrastructure/support costs

Description

* Recreated the PTO Bid tool interface to automatically capture the CSR bids for CA in 2023. Replacing a previous manual process, saving the company 4 months for the RPA team to do this manually.
* Increasing the accuracy and satisfaction of the PTO Bids tool process for over 1000 + CSR bids for 2023.

Summary –

As an application developer, in my first 3months learned about NM standards for Dev.Ops development, Agile and Scrum practices, NM Controls like Luna, Search engine to implement in Mutual Knowledge application and also attend the trainings to improve understanding of NM Behaviors, diversity and culture.

* Mutual Knowledge
* Worked with Mutual Knowledge Authoring Team to identify changes on the replatform of Mutual Knowledge
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* Learned NM standards for Dev. Ops. Development
* Lead the development team to code and implement the replatform of Mutual Knowledge.
* Worked with development team to identify the improvements needed for existing tool and restructured the code base, refactored the codes and enhanced the PTO Bid Tool application.

Worked with Enterprise knowledge Management and Authoring Team to identify the changes on the replatform of Mutualknowledge.Designed and developed the new MutualKnowledge User Interface application